ANNEXURE - II

Bengaluru Metropolitan Transport Corporation (BMTC)

Tender No. BMTC/2024-25/SE0730

Date: -03-2025

Pre-bid responses of

SELECTION OF TECHNOLOGY SOLUTION PROVIDER FOR

Supply, Commissioning and Maintenance of

SMART ELECTRONIC TICKETING MACHINES

With Comprehensive Ticketing Solution on Rental Basis

March 2025

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
1	OMNIFICENT TECHNOLOGIES PVT LTD	Clause No 9 Pre-Qualification Criteria	17	Annual Turnover The bidder should havecumulative turnover ofminimum INR 50 crores for anythree (3) financial years, out ofpreceding last five (5) auditedfinancial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24).During these three (3) financialyears, the annual turnovershould be minimum INR 10crores	We request Corporation to keepBidders Average Annual Turnover ofthree years out of Five years as INR 10CrThis will enable MSME registeredcompanies and Indian OEMs withrelevant experience to participate inthe bid process	RFP Condition prevails.
2	OMNIFICENT TECHNOLOGIES PVT LTD	TQM Form 3Compliance toTechnical and Functional Requirements	65	(A) ETIM Hardware Specifications Point no 13 Communication Interface a) RS232 Serial Port at 115Kbaud rate (optional) e) 5G LTE,Fall back 2G	We request Corporation to allowdevices with 4G LTE, fallback 2G as notall devices are equipped with 5G LTE.As for the communication port most Android devices have built-in wifi for communication and C port for wired communication. RS232 was used forEmbedded Linux devices.	Please refer Addendum.
3	OMNIFICENT TECHNOLOGIES PVT LTD	TQM Form 3 Compliance toTechnical and functional requirement & Annexure 1 - :ETM Hardwareand Functional Specifications	62 & 82	TQM Form 3 on page no 62 andAnnexure I on page no 82 : ETMHardware and Functional Specifications are exact same.	Pls clarify if declaration for bothrequired	Declaration required for both.
4	OMNIFICENT TECHNOLOGIES PVT LTD	Clause no 3: Detailed scope of work	111	The selected bidder is responsible for arranging defective devices to be taken from the depots to the service centre/company and returning the same after service at his own cost and risk	We request corporation to make arrangement for delivery of faulty ETIMs from Depot to Service centre and back to depots upon repair of theETIMs. This is a normal practice followed by most of the corporations.System Integrator will be responsible for timely repair of ETIMs	RFP Condition prevails.
5	OMNIFICENT TECHNOLOGIES PVT LTD	Payment Terms and Conditions	122	Point 1 a: Supply of New ETMs loaded with firmware and activated 5G SIM card ,2 personal computers and 2 dot matrix printers per depotas per BMTC requirements,	Request corporation to clarify if the supply of Hardware like Desktop computers and printers in in the scope of System Integrator. If so the BOQ must have details of qty and detailed specifications. There is a requirement of Hardware like Computers and Printers to be supplied. There is no value add by system integrator here. BMTC can get better price for procurement directly here. Hence, we request to keep scope of depot hardware out of the scope of supply	RFP Condition prevails.
6	OMNIFICENT TECHNOLOGIES PVT LTD	Payment Terms and Conditions	123	Repair cost of the ETM shall beborne by BMTC in case of physicaldamage of the ETM when in BMTCcustody and no monthly rentalpayment shall be made from thereporting day of the damage tillthe ETM is brought back toworking condition/ replaced.	We request corporation to consider Damages as Physical as well as Electrical Damages. Many a times the Motherboard PCB of the ETIM is damaged due to charging with unauthorized and faulty chargers. Hence, we request corporation to consider Damage both physical and electrical damages like pcb burning under Damages for re-imbursement by BMTC.	RFP Condition prevails.

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7	OMNIFICENT TECHNOLOGIES PVT LTD	Payment Terms and Conditions	123	Point 8 : Selected bidder shall provide Web based centralized fare collection software, Cloud hosting,ETM and ETM services along with charger, pouches, SAM, battery,printer, scratch free tough rugged screen, 2 computers(minimum i5processor, 1 TB hard disk, 8 GBRAM, Windows 11, 21 inchmonitor) & 2 dot-matrix printers(136 column) per depot and SIMcard & and connectivity.	Request corporation to clarify if the supply of Hardware like Desktop computers and printers in in the scope of System Integrator. If yes, the BOQ must have details of qty and specifications. There is a requirement of Hardware like Computers and Printers to be supplied. There is no value add by system integrator here. BMTC can get better price for procurement directly here. Hence, we request to keep scope of depot hardware out of the scope of supply	RFP Condition prevails.
8	OMNIFICENT TECHNOLOGIES PVT LTD	II. General Conditions of Contract	128	Point 5 : Performance BankGuaranteeAn amount equal to 10%of the Estimated Total ContractValue to be submitted as BidSecurity within 10 days from thedate of issue of Letter of Intent.	We request corporation to consider BGof 5 % of total contract value within 10days of issuance of LOI.	Please refer Addendum.
9	OMNIFICENT TECHNOLOGIES PVT LTD	Clause reference and Title G. Project Implementation Timelines and Deliverables	116	System Study & Implementation Plan T1: T0 + 10 days -ETM Software and centralized web based fare collection software Development T2: T1 + 25 days -Testing, Pilot implementation in one/two depot identified by BMTC and declaration of Pilot Go-Live. T3: T2 + 10 days -Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live T4: T3 + 30 days Operation and Maintenance of the Project T5: 48 Months from the date of Go-Live, extendable by another 12 months as per RFP terms and conditions.	We request corporation to keep implementation time realistic and request to provide timelines as below : '-System Study & Implementation Plan T1: T0 + 15 days -ETM Software and centralized web based fare collection software Development T2: T1 + 45 days -Testing, Pilot implementation in one/two depot identified by BMTC and declaration of Pilot Go-Live. T3: T2 + 15 days -Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go- live T4: T3 + 50 days Operation and Maintenance of the Project T5: 48 Months from the date of Go-Live, extendable by another 12 months as per RFP terms and conditions.	Please refer Addendum.

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10	Quantum Power Systems	BMTC_RFP final	18	The bidders should have supplied and implemented at least a total of 2500 Nos.of Smart ETMS to StateTransport undertaking inIndia over the last five (5)years (2019-20, 2020-21,2021-22, 2022-23, 2023-24) in single or in maximumof three orders. The orders on CAPEX model or RENTALmodel or Combination of both CAPEX and RENTALshall be considered.For example: The bidderhas supplied and implemented 1000 Smar tETN/ts in 2019-20, 500 in2020-21 and 1000 in2022-23, the bid will be considered as the bidderhas supplied andimplemented at least 2500Smart ETIVs in last fiveyears with maximum ofthree orders.Bidders shall haveexperience in designingand handling ticketing and web based centralized fare collection application. Bidder shall have experience in any modes ofdigital payment through ETMs and integration with payment gateway.Bidder in case of sole bidder.Both or any member in case ofConsortium	We request you to remove Android ETM and consider the supply of any ETMs to State Transport Undertaking in India. The bidders should have supplied and implemented at least a total of 2500 Nos.of Smart ETMs to StateTransportundertaking in Indiaover the last Six (6)years (2019-20,2020-21, 2021-22,2022-23, 2023-24) insingle or in maximum ofthree orders. The orderson CAPEX model orRENTAL model orCombination of bothCAPEX and RENTAL shall beconsidered.For example: The bidderhas supplied andimplemented 1000 SmartETtVs in 2019-20, 500 in2020-21 and 1000 in 2022-23, the bid will be considered as the bidderhas supplied and implemented at least 2500Smart ETMs in last fiveyears with maximum ofthree orders.Bidders shall haveexperience in designingand handling ticketing andweb based centralized farecollection application.Bidder shall have experience in any modesof digital payment throughETMs and integratlon with payment gateway. Bidder in case of solebidder.Both or any member in case of Consortium	Please refer Addendum.
11	Quantum Power Systems	BMTC_RFP final	Technical	A..Previous Experience:Successfully supplied and implemented Android based smart ETMs enabled withdigital payment features overthe last five. years (2019-20,2020-21, 2021-22, 2022-23,2023-24) in single or inmaximum of three orders.i. Supply of 2500-5000Smart ETMsSupply of 5001 and above Smart ETMs	A.Previous Experience:Successfully supplied and implemented smart ETMs enabled with digital payment features over the last fiveyears (2019-20, 2020-21,2021-22, 2022-23, 2023-24) insingle or in maximum of three orders.A. Supply 2500-4400 ETMs Supply of 4400 above Smart ETMs	Please refer Addendum.
12	EVOLUTE	RFP Notification	2	Tender Processing Fee : As indicated in the e-Procurement Portal (Rs 7500/-) Earnest Money Deposit: Rs. 6,00,000.00 (To be paid in the e-Procurement Portal online)	We request to consider with all the MSME Companies having valid Udyam Registration Number are exempted from paying both the EMD and tender fee amount.	RFP Condition prevails.
13	EVOLUTE	TQ FORM 3: Compliance to Technical and Functional Requirements.: (A)ETM Hardware Specification : Sl. No. 13	65	Communication Interface: e)5G LTE, fallback 2G	We request to consider communication interface with 4G/3G/2G and Wi Fi facility.	Please refer Addendum.
14	EVOLUTE	TQ FORM 3: Compliance to Technical and Functional Requirements.: (A)ETM Hardware Specification : Sl. No. 16	65	Certifications : b) MasterCard, Visa, Rupay, TQM, Paypass, Paywave, Amex Expresspay, Discover D-Pass.	We request to consider and allow us to bid with a declaration for getting RUPAY certification within 60 days from the date of LOI with the successful bidder, as our certification is under progress with NPCI / Certification agency. Please consider.	Please refer Addendum.

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15	EVOLUTE	TQ FORM 3: Compliance to Technical and Functional Requirements.: (A)ETM Hardware Specification : Sl. No. 16	65	Certifications: c) Devices should be compliant with prevailing National Common Mobility Card specification issued by NPCI i.e. NPCI's qSparc2.0 (NCMC).	We request to consider and allow us to bid with a declaration for getting NPCI qSparc certification within 60 days from the date of LOI with the successful bidder, as our certification is under progress with NPCI / Certification agency. Please consider.	RFP Condition prevails.
16	EVOLUTE	A. Project Implementation Timelines and Deliverables: Sl. No. 5	116	Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live: Timeline T4: T3 + 30 days	We request to consider and make it as T4: T3 + 60 days	Please refer Addendum.
17	AMNEX	Term & Abbreviation Smart ETM	8	Smart Electronic Ticketing Machine is Android based hand held device to capture ticketing information, print tickets and transfer real time ticket data to Central Web based Fare Collection software through 5G/Wi-Fi interface. The device is inbuilt with QR Code and RFID readers supporting UPI and other modes of digital transactions. The device has clear high resolution display and touch pad with an intuitive user interface. Inbuilt thermal printer enables printing tickets and reports instantly.	Expanding the definition to include Linux based along with Android ensures broader compatibility, flexibility, and scalability for Smart ETMs. Linux support allows integration with various open-source applications and industry-specific software, enhancing system adaptability. This ensures that Smart ETMs can cater to different operational needs while maintaining high performance and reliability.Hence, we request the authority to amend the said definition as:"Smart Electronic Ticketing Machine is Android or Linux based hand held device to capture ticketing information, print tickets and transfer real time ticket data to Central Web based Fare Collection software through 5G/Wi-Fi interface. The device is inbuilt with QR Code and RFID readers supporting UPI and other modes of digital transactions. The device has clear high resolution display and touch pad with an intuitive user interface. Inbuilt thermal printer enables printing tickets and reports instantly."	Please refer Addendum.
18	AMNEX	9. Pre-Qualification Criteria **Point No. 5** Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.	18	The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five (5) years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 Smart ETMs in 2019-20, 500 in 2020-21 and 1000 in 2022-23, the bid will be considered as the bidder has supplied and implemented at least 2500 Smart ETMs in last five years with maximum of three orders. Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application. Bidder shall have experience in any modes of digital payment through ETMs and integration with payment gateway. Bidder in case of sole bidder. Both or any member in case of Consortium.	The current experience criteria, which restricts eligibility to entities having experience solely with State Transport Undertakings (STUs), significantly limits the participation of capable Automated Fare Collection System (AFCS) providers. This restriction may inadvertently favour a select few providers while excluding other competent entities that have successfully implemented similar solutions in urban transport environments. Public Transport Operators (PTOs) and city bus operations across various metropolitan and municipal transport systems have deployed AFCS solutions that are equally robust, scalable, and compliant with global industry standards. These implementations involve key components such as contactless ticketing, mobile-based payments, real-time transaction processing, fare capping, and integration with transit management systems—aligning with the technical and operational requirements mandated for STUs. Additionally, BMTC is also falls under one of the largest PTOs in India.By allowing experience from PTOs and city bus operators in addition to STUs, the authority will get the Enhance Competition and Ensure Quality & Scalability in terms of participation. considering the same we request to AmEx the criteria as suggested.The bidders should have supplied and implemented at least a total of 2500 1500 Nos. of Smart ETMs to State Transport undertaking	Please refer Addendum.

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19	AMNEX			Copy of purchase orders from State Transport Undertaking/ System Integrator. Copies of Delivery Challan/ Invoices for the proof of supply of at least 2500 nos. of Smart ETMs to State Transport Undertaking in India. Certificates from STUs with regard to successful implementation of Ticketing solution & Digital payment.	Copy of purchase orders**/Agreement** from State Transport Undertaking/ ~~System Integrator~~**/City / Urban Local Body**. ~~Copies of Delivery Challan/ Invoices for the proof of supply of at least 2500 nos. of Smart ETMs to State Transport Undertaking in India.~~ Certificates from STUs**/City / Urban Local Body** with regard to successful implementation of Ticketing solution & Digital payment.	RFP Condition prevails.
20	AMNEX	12. Technical Proposal 2. Technical Capability	24	A. Previous Experience: Successfully supplied and implemented Android based smart ETMs enabled with digital payment features over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. (10 marks) i. Supply of 2500-5000 Smart ETMs - 5 marks ii. Supply of 5001 and above Smart ETMs - 10 marks	A. Previous Experience: Successfully supplied and implemented Android**/Linux** based ~~smart~~ ETMs enabled with digital payment features over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24)~~ in single or in maximum of three orders~~. (10 marks) i. Supply of ~~2500-5000~~ **1500 – 2000** Smart ETMs - 5 marks ii. Supply of ~~5001~~ **2001** and above Smart ETMs - 10 marks	Please refer Addendum.
21	AMNEX	12. Technical Proposal 2. Technical Capability	24	B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. i. ETMs supplied to State Transport Undertakings - 5 marks ii. ETMs supplied and implemented with digital payment feature - 3 marks iii. Integration of Smart ETMs with Centralized fare collection Application - 2 marks	B. Domain Knowledge: The bidders should have supplied and implemented at least a total of ~~2500~~ **1500** Nos. of ~~Smart~~ ETMs to State Transport undertaking**/City / Urban Local Body** in India over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24)~~ in single or in maximum of three orders~~. i. ETMs supplied to State Transport Undertakings**/City / Urban Local Body** - 5 marks ii. ETMs supplied and implemented with digital payment feature - 3 marks iii. Integration of ~~Smart~~ ETMs with Centralized fare collection Application- 2 marks OR B. Domain Knowledge: The bidder should have experience of Supply and Implementation of ETM / AFCS project(s) involving AFCS backend software application over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) 1. One – Two Project – 5 2. Two – Four Project - 7 3. More than Four Project - 10	Please refer Addendum.
22	AMNEX	26. Negotiations	34	Special attention will be paid to getting the most the bidder can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the Assignment.	Please clarify the budget (including of taxes) BMTC has derived for overall scope of work mentioned in the RFP. We request authority to specifically provide clarity on the said point based on which participants can evaluate their offer competitiveness against scope, deliverables, and payment terms mentioned in the RFP.	RFP Condition prevails.

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23	AMNEX	12. Technical Proposal	23	• In order to qualify for the opening of financial proposal, the Bidder must get a minimum overall technical score of 70 (Seventy) Marks. Total Marks - 100 Total Subjective Marks - 75 Total Objective Marks - 25	The minimum qualification score required to proceed to the financial evaluation is stated as 70 marks. Additionally, the Technical Qualification Marks matrix allocates 75 marks to subjective criteria. We kindly request the authority to carefully review the minimum qualification threshold and the distribution of subjective and objective marks to ensure a fair and transparent evaluation process.	RFP Condition prevails.
24	AMNEX	PQ FORM 14: Manufacturers' Authorization Form	58	No company or firm or individual other than M/s..... are authorized to tender, and conclude the contract for the above goods manufactured by us, against this specific Tender.	The provided MAF format does not align with standard procurement practices, as it restricts the OEM from granting authorization to more than one participant. As per general industry standards, OEMs should be allowed to issue authorization to multiple participants. Therefore, we sincerely request the authority to amend this clause as follows, "~~No company or firm or individual other than~~ **We authorize** M/s..... **to participant in the** ~~are authorized~~ to tender, and conclude the contract for the above goods manufactured by us, against this specific Tender." Note: Failure to revise this clause may create a scenario where the OEM has excessive control over the evaluation and selection process, potentially leading to an unfair advantage in bidder selection.	RFP Condition prevails.
25	AMNEX	G. Project Implementation Timelines and Deliverables	116	Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live T4: T3 + 30 days (75 days)	The current implementation timeline of T4: T3 + 30 days (75 days) is highly challenging due to multiple factors. Procuring and deploying ETMs, desktops, printers, and other necessary hardware in bulk requires at least two months due to production, logistics, and supply chain constraints. Additionally, deploying hardware across 50 depots adds complexity, requiring a phased rollout. The ETM software and centralized fare collection system will need customization, integration, testing, and security validation, all of which demand adequate time to ensure a stable and error-free solution. Therefore, we sincerely request the authority to extend the implementation timeline to at least 6 months allowing bidders to meet quality expectations while it is practical with industry benchmark. Kindly amend this clause as follows, "Supply and commissioning of Electronic Ticketing Machines	Please refer Addendum.
26	AMNEX	G. Project Implementation Timelines and Deliverables	116	The entire solution need to be delivered in the time lines provided as above. The bidder needs to deploy multiple teams in order to adhere to the prescribed time lines. The tasks should be taken up in parallel and ensure the time lines are met.		Please refer Addendum.
27	AMNEX	F. Delivery Schedule	115	The bidders are requested to indicate the minimum lead-time required for delivery, from the date of Purchase Order/ Work Order, meeting the timelines specified in the RFP		Please refer Addendum.
28	AMNEX	I. Payment Terms and Conditions	123	General	We request the authority to allow a depot-wise go-live of the solution, where rental charges for the application and ETMs will be applicable for each depot only after it has gone live. Please note that this approach will be beneficial for both the authority and the successful bidder.	RFP Condition prevails.
29	AMNEX	I. Payment Terms and Conditions	123	11) Payment will be made for working ETMs	We respectfully request the authority to delete this clause as it is not aligned with standard industry practices for turnkey projects.	RFP Condition prevails.

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30	AMNEX	I. Payment Terms and Conditions	123	12) Repair cost of the ETM shall be borne by BMTC in case of physical damage of the ETM when in BMTC custody and no monthly rental payment shall be made from the reporting day of the damage till the ETM is brought back to working condition/ replaced.	The entire scope of work is structured as a rental-based procurement under an OPEX model to minimize the financial burden on the authority. This model covers not only ETMs but also software, hardware, manpower, services, and maintenance, all under a 'Per ETM Per Month' rental structure. It is important to note that this is not a simple ETM supply contract but a comprehensive service-oriented engagement. Additionally, SLA and penalty towards ETM availability is already mentioned in the RFP which can be imposed on successful bidder in case of non-adherence of the ETM uptime.	RFP Condition prevails.
31	AMNEX	I. Payment Terms and Conditions	123	13) When the ETM is being handled by bidder's representative or when it is handed over to selected bidder's representative, it is treated as in Bidders custody and BMTC is not responsible to bear any cost towards damaged/ theft/ missing ETMs in such cases		RFP Condition prevails.
32	AMNEX	F. Delivery Schedule	115	7) Monthly rental payments shall be paid by the division on actual number of days it was in BMTC custody.	The said clause is very difficult to adhere in operational level. The payment needs to be release from central office as division wise successful bidder may not in a position to get sign. Off and release payment one-by-one from each division.Hence, we sincerely request authority to amend it and release all the payment from central office.	Please refer Addendum.
33	AMNEX	H. Service Level Requirements	121	Monthly rental and SLA related to servicing of ETMs will be managed by divisions based on ETM service parameters in respective divisions and Central Offices will manage payments related to only Application and related SLA.		Please refer Addendum.
34	AMNEX	I. Payment Terms and Conditions	124	15) The bidders are required to submit the bills within 5th of every month. A. Monthly charges for Cloud and Application Maintenance including connectivity charges per ETM – Payment will be made by the Central Office, BMTC within 5 working days from the date of submission of the bills with required supporting documents. B. Monthly rental charges per ETM including SIM charges, servicing etc.(without SAM) - payment will be made by the respective zones, divisions, of BMTC within 5 working days from the days of submission of the bills with required supporting documents.		Please refer Addendum.
35	AMNEX	I. Payment Terms and Conditions	123	b) The payment for the line item (1) shall be made at Central Offices and payment for line item (2) shall be made at Division/Zonal level.		Please refer Addendum.
36	AMNEX	I. Payment Terms and Conditions	122	a. Supply of New ETMs loaded with firmware and activated 5G SIM card ,2 personal computers and 2 dot matrix printers per depot as per BMTC requirements,	We would like to highlight that BMTC does have 50 depots which results to 100 computers and 100 dot matrix printer in Bill of Materials.	RFP Condition prevails.
37	AMNEX	I. Payment Terms and Conditions	123	8) Selected bidder shall provide Web based centralized fare collection software, Cloud hosting, ETM and ETM services along with charger, pouches, SAM, battery, printer, scratch free tough rugged screen, 2 computers(minimum i5 processor, 1 TB hard disk, 8 GB RAM, Windows 11, 21 inch monitor) & 2 dot-matrix printers (136 column) per depot and SIM card & and connectivity.	Such, hardware components has large commercials implications which must not procured on monthly rental basis payment terms with division level approval and day-based per ETM count payment terms. We request authority to add these line in BoQ line-item to procurement separately on CAPEX-OPEX basis.	RFP Condition prevails.

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38	AMNEX	F. Delivery Schedule	115	In case of special operations, if BMTC needs extra ETMs temporarily, bidder should be ready to supply the same in consultations with divisions and the same need to be taken back after completion of the operations.	We request the authority to delete this clause. it is not feasible to provide incremental ETMs on an as-needed basis per BMTC business rules, NCMC enablement, or any other specific requirements and then later retrieve them. Such an approach is not in line with standard industry practices and creates operational and logistical challenges. Therefore, we request the removal of this clause to ensure a practical and standardized implementation framework.	RFP Condition prevails.
39	AMNEX	H. Service Level Requirements	118	2. O&M Phase Availability of ETMs for operations along with reliable SIM card connectivity. (Daily) 100% - No Penalty	The said SLA clause is very aggressive in nature. 100% uptime is never feasible. Hence we request authority to amend this clause as, "2. O&M Phase Availability of ETMs for operations along with reliable SIM card connectivity. (Daily) ~~100%~~ **96% on monthly basis** - No Penalty"	RFP Condition prevails.
40	AMNEX	H. Service Level Requirements	118	In case the ETM is not working, the same should be repaired or replaced within 24 Hrs from the time of registering the complaint. Penalty of Rs. 500 per day per ETM will be imposed beyond 24 Hrs for non-working ETMs.	The said SLA clause is very aggressive in nature. 500 INR per day per ETM is at higher side along with timelier of 24 hours from complaint registration time. Hence we request authority to amend this clause as, "In case the ETM is not working, the same should be repaired or replaced within ~~24 Hrs~~ **96 Hrs** from the time of registering the complaint. Penalty of Rs. ~~500~~ **100** per day per ETM will be imposed beyond 24 Hrs for non-working ETMs."	Please refer Addendum.
41	AMNEX	H. Service Level Requirements	118	Vendor need to submit the report on availability of ETMs. Depot Officials shall verify and certify. Availability Of ETMs = (Working ETM / Total ETM) x 100%	The said SLA clause is very aggressive in nature. 100% uptime is never feasible. Hence we request authority to amend this clause as, "Vendor need to submit the report on availability of ETMs. Depot Officials shall verify and certify. Availability Of ETMs = (Working ETM / Total ETM) x 100% | **96% on monthly basis - No Penalty**"	RFP Condition prevails.

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42	AMNEX	c) Dashboard	96	Dashboard servers should be capable of storing the ticket data of minimum of more than 5 years (per day minimum of 40 lakh passengers)	We assume that ticketing data needs to be stored for entire contract period. However, live data needs to be stored for 6 months in production environment and than stored it to archival storage. **Please confirm.**	RFP Condition prevails.
43	AMNEX	d) Mobile App	96	The mobile app needs to be customized from time to time as per the requirements.	We request to delete this clause. Mobile Application cannot be customized once requirement is being frezed in repetitive manner. Bidder can do minor changes so that overall operational requirement can be achieved.	RFP Condition prevails.
44	AMNEX	d) Mobile App	96	A mobile app compatible with Android and iOS to be developed for viewing the Dashboard with all functionalities.	We assume that Mobile Application (Android, and iOS) is needed for authority staff only to view Dashboard. **Please confirm.** We assume that Mobile Application (Android, and iOS) for commuters is not required to book the ticket. **Please confirm.**	Yes, it is for staff and not for ticket booking.
45	AMNEX	C. Scope for Work	105	Supply of 5G data service enabled SIM cards for real time data transfer of revenue data to Central Cloud Server.	5G SIM is less feasible at this moment for ETM machine related scope of work. Hence we request authority to amend this clause as, "Supply of ~~5G~~ **4G/3G/2G** data service enabled SIM cards for real time data transfer of revenue data to Central Cloud Server."	Please refer Addendum.
46	AMNEX	PQ FORM 14: Manufacturers' Authorization Form	58	Note: This letter of authority should be on the letter head of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. It should be included by the Tenderer in its tender.	Based on our bid submission experience, we have observed that OEMs are often unable to provide a legal Power of Attorney (PoA) document at the bid stage, making compliance with this requirement challenging. Therefore, we request the authority to amend this clause as follows: "Note: This letter of authority should be on the letter head of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. ~~It should be included by the Tenderer in its tender.~~ **The authority may verify the authenticity of the MAF signatory at a later stage for the successful bidder."**	RFP Condition prevails.
47	AMNEX	TQ FORM 3: Compliance to Technical and Functional Requirements, (A) ETM Hardware Specification	63	Min. 24 Wh or higher, capable of operating minimum of 16 hours in operation mode per single charge (minimum 16 Hours of battery backup) which includes 72 hours of sleep/ power saver mode 16 Hours of battery backup) which includes 72 hours of sleep/ power saver mode.	The specified higher-end battery rating may only be available with a limited number of OEMs in the market. Therefore, we kindly request you to revise the requirement to a minimum of **21 Wh or higher** to allow broader participation while ensuring adequate performance.	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
48	AMNEX	ANNEXURE – I: ETM Hardware and Functional Specifications, (A) ETM Hardware Specification	83	Min. 24 Wh or higher, capable of operating minimum of 16 hours in operation mode per single charge (minimum 16 Hours of battery backup) which includes 72 hours of sleep/ power saver mode.		RFP Condition prevails.
49	AMNEX	TQ FORM 3: Compliance to Technical and Functional Requirements, (A) ETM Hardware Specification	63	USB Type-C charging facility	The requirement for USB Type-C charging facility may limit compatibility with certain OEMs and product variants. To ensure broader participation and flexibility in product offerings, we kindly request an amendment to allow alternative charging options. We request authority to amend it as follows, "USB Type-C charging facility **or Pogo Pin or Micro USB charging facility.**"	Please refer Addendum.
50	AMNEX	ANNEXURE – I: ETM Hardware and Functional Specifications, (A) ETM Hardware Specification	83	b) USB Type-C charging facility.		Please refer Addendum.
51	AMNEX	9. Pre-Qualification Criteria Point No. 2 Annual Turnover	18 / 138	The bidder should have cumulative turnover of minimum INR 50 crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022- 23, 2023-24). During these three(3) financial years, the annual turnover should be minimum INR 10 crores • Bidder in case of sole bidder. • Prime Bidder in case of Consortium.	To consider average turnover rather than cumulative turnover ensures a more balanced evaluation of a bidder's financial stability over time rather than emphasizing peak revenue years. Average turnover provides a consistent measure of financial health, ensuring that bidders with steady revenues qualify, rather than those with fluctuating earnings. This approach promotes fair competition and aligns with industry best practices for financial assessment. Hence, we request the authority to amend the said requirement as: The bidder should have ~~cumulative~~ **Average** turnover of minimum INR 50 crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022- 23, 2023-24). During these three(3) financial years, the annual turnover should be minimum INR 10 crores • Bidder in case of sole bidder. • Prime Bidder in case of Consortium.	RFP Condition prevails.
52	AMNEX	9. Pre-Qualification Criteria Point No. 3 Net worth	18 / 138	The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2021-22, 2022-23, 2023-24)	We request the authority to amend the said requirement as: The bidder in case sole bidder OR all members in case of Consortium should have positive net worth **and should be profitable** in the preceding three years (2021-22, 2022-23, 2023-24)	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
53	AMNEX	9. Pre-Qualification Criteria Point No. 7 Software Development Centre	19 / 138	The bidder should have a registered office at Bengaluru or shall establish the same within 60 days from the date of issue of Purchase Order. The selected bidder shall submit the official documents of established office to BMTC along with name, designation and contact details of working staff. • Bidder in case of sole bidder. • Any member in case of Consortium.	Having "Software Development Centre" at Bengaluru ensures that the bidder has a functional technical base in the city, directly contributing to project execution and support. A development centre is more relevant than a registered office, as it ensures the availability of skilled resources, infrastructure, and ongoing technical assistance. Hence, we request the authority to amend the said requirement as: "The bidder should have a ~~registered office~~ **Software Development Centre** at Bengaluru or shall establish the same within 60 days from the date of issue of Purchase Order. The selected bidder shall submit the official documents of established office to BMTC along with name, designation and contact details of working staff. • Bidder in case of sole bidder. • Any member in case of Consortium"	RFP Condition prevails.
54	AMNEX	RFP Notification	2/138	Earnest Money Deposit Rs. 6,00,000.00 (To be paid in the e-Procurement Portal online)	Adding BG option alongside online modes provides flexibility for bidders. It allows participants to secure their bid without immediate cash outflow, improving liquidity management while ensuring financial assurance for the tendering authority. Hence, we request the authority to allow BG option for EMD payment and provide bank details and BG format and accordingly amend the below given requirements as: Earnest Money Deposit Rs. 6,00,000.00 (To be paid in the e-Procurement Portal online **or in form of Bank guarantee from Nationalized /Commercial scheduled Bank in favour of BMTC**)	RFP Condition prevails.
55	AMNEX	8. Earnest Money Deposit (EMD)	14/138	a) The EMD (Refundable) as prescribed shall be submitted online through the eProcurement portal using any of the following 4 modes. • Credit Card • Direct Debit • National Electronic Fund Transfer (NEFT) • OTC payment procedure:	a) The EMD (Refundable) as prescribed shall be submitted online through the eProcurement portal using any of the following 4 modes. • Credit Card • Direct Debit • National Electronic Fund Transfer (NEFT) • OTC payment procedure **OR** **In form of Bank Guarantee from Nationalized / Commercial scheduled Bank in favour of BMTC**	RFP Condition prevails.
56	AMNEX	8. Earnest Money Deposit (EMD)	16/138	i. EMD will be accepted only in the form of electronic cash (and not through Demand Draft or Bank Guarantee) and will be maintained in the Government's central pooling account at ICICI Bank/ / designated Bank until the finalization of the Tender.	~~i. EMD will be accepted only in the form of electronic cash (and not through Demand Draft or Bank Guarantee) and will be maintained in the Government's central pooling account at ICICI Bank/ / designated Bank until the finalization of the Tender.~~	RFP Condition prevails.
57	AMNEX	8. Earnest Money Deposit (EMD)	16/138	iii. The bidder shall deposit EMD amount as prescribed in e -procurement portal through e-payment.	iii. The bidder shall deposit EMD amount as prescribed in e -procurement portal through e-payment **or in form of Bank Guarantee from Nationalized /Commercial scheduled Bank in favour of BMTC**	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
58	AMNEX	PQ FORM 14: Manufacturers' Authorization Form	58 / 138	Note: This letter of authority should be on the letter head of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. It should be included by the Tenderer in its tender.	Manufacturer's Authorization Form (MAF) already confirms OEM backing, the PoA can be furnished post-award to formalize contractual obligations. This approach reduces pre-bid documentation burden while maintaining compliance and ensuring OEM commitment at the execution stage without unnecessary procedural delays. Hence, we request the authority to amend the said requirement as: Note: This letter of authority should be on the letter head of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. ~~It should be included by the Tenderer in its tender~~. **Successful bidder needs to submit the power of attorney after the award of tender.**	RFP Condition prevails.
59	AMNEX	RFP Notification	2/138	Bid Security Deposit 10% of Contract value	Reducing performance security aligns with recent policy reforms to ease financial burden on bidders, improving participation and competition. As per Ministry of Finance, Government of India Office Memorandum No. F.9/4/2020-PPD dated 12th November 2020, the performance security requirement was reduced to 3%-5% to support businesses, especially MSMEs, and enhance liquidity. Lowering it to 5% ensures sufficient risk mitigation while maintaining fairness and financial viability for bidders. Hence, we request the authority to amend the said requirement as: Bid Security Deposit ~~10%~~ **5 %** of Contract value	Please refer Addendum.
60	AMNEX	31. Security Deposit/Performance Security	35 / 138	b) The BG shall be furnished for an amount equivalent to 10% of total contract value within 10 days of issuance of LOI.	b) The BG shall be furnished for an amount equivalent to ~~10%~~ **5%** of total contract value within 10 days of issuance of LOI.	Please refer Addendum.
61	AMNEX	31. Security Deposit/Performance Security	35	a. The Performance Security shall be provided by the successful bidder in the form of Bank Guarantee (BG) from any of the Nationalized Banks or Public Sector Banks in favor of the "Controller of Stores and Purchases, BMTC, Bengaluru".	We request the authority to allow scheduled commercial banks also & to amend the said clause as : "a. The Performance Security shall be provided by the successful bidder in the form of Bank Guarantee (BG) from any of the Nationalized Banks or Public Sector Banks **or scheduled commercial bank** in favor of the "Controller of Stores and Purchases, BMTC, Bengaluru".	Please refer Addendum.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
62	AMNEX	Risk Purchase / Penal Clause	36	If supplies/ services are not made as per the requirement prescribed or the revised requirements intimated by BMTC from time to time, if any, BMTC will get such requirements done from any available source and this extra expenditure incurred thereof will be recovered from the supplier's Bills due for payment or from the performance Bank Guarantee. Further the default supplier has to reimburse all the liquidated damages/losses arising due to non-fulfillment of contractual obligations.	We request the authority to modify the clause as below as it more mutual: "If supplies/ services are not made as per the requirement prescribed or the revised requirements intimated by BMTC from time to time, if any, BMTC will get such requirements done from any available source and this extra **additional over and above quoted** expenditure incurred thereof will be recovered from the supplier's Bills due for payment or from the performance Bank Guarantee. Further the default supplier has to reimburse all the liquidated damages/losses arising due to non-fulfillment of contractual obligations."	RFP Condition prevails.
63	AMNEX	38. Insolvency and Breach	38	c) Commits any breach of the contract not herein specifically provided for.	We request the authority to kindly delete this sub-clause from this clause as this being quite a vague term and termination without notice would be an onerous obligation on the bidder	Please refer Addendum.
64	AMNEX	5. Performance Bank Guarantee a. Refund of Performance Bank Guarantee:	128	The amount furnished towards Performance Bank Guarantee may be discharged/ returned / refunded by BMTC, 6 months after Completion of Contract Period, upon being satisfied that there has been due performance of the obligations by the Bidder under the contract, and after adjusting against all incurred expenditure by BMTC for the damages made by Bidder (if any). However, no interest shall be payable on the Performance Bank Guarantee	We request the authority to kindly modify this clause for better understanding: "The amount furnished towards Performance Bank Guarantee may be discharged/ returned / refunded by BMTC, **within** 6 months ~~after~~ **of** Completion of Contract Period, upon being satisfied that there has been due performance of the obligations by the Bidder under the contract, and after adjusting against all incurred expenditure by BMTC for the damages made by Bidder (if any). However, no interest shall be payable on the Performance Bank Guarantee	Please refer Addendum.
65	AMNEX	10. Insolvency and Breach	132	d. Commits any breach of the contract not herein specifically provided for.	We request the authority to kindly delete this sub-clause from this clause as this being quite a vague term and termination without notice would be an onerous obligation on the bidder	Please refer Addendum.
66	AMNEX	20. Indemnity	134	Bidder shall indemnify, protect and save BMTC against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the software supplied by him.	We request the authority to kindly modify this clause for clarity: "Bidder shall indemnify, protect and save BMTC against all **direct** claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the software supplied by him.	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
67	MicroFx	9. Pre-Qualification Criteria	Page No: 18, Point No: 5	The bidders should have supplied and implemented at least a total of 2500 Nos. of **Smart ETMs** to State Transport undertaking in India over the last five (5) years 2019 20, 2020 21, 2021 22, 2022 23 , 2023 24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 Smart ETMs in 2019 20, 500 in 2020 21 and 10 00 in 2022 23, the bid will be considered as the bidder has supplied andimplemented at least 2500 Smart ETMs in last five years with maximum of three orders. Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application Bidder shall have experience in any modes of digital payment through ETMs and integration with payment gateway. Bidder in case of sole bidder. Both or any member in case of Consortium	The bidders should have supplied and implemented at least a total of 2500 Nos. of ETMs to State Transport undertaking in India over the last five (5) years 2019 20, 2020 21, 2021 22, 2022 23 , 2023 24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 ETMs in 2019 20, 500 in 2020 21 and 10 00 in 2022 23, the bid will be considered as the bidder has supplied andimplemented at least 2500 ETMs in last five years with maximum of three orders. Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application Bidder shall have experience in any modes of digital payment through ETMs. Bidder in case of sole bidder. Both or any member in case of Consortium	Please refer Addendum.
68	MicroFx	12. Technical Proposal	Page No: 24, Point No: 2A Technical Capability	A. Previous Experience: Successfully supplied and implemented **Android based smart ETMs** enabled with digital payment features over the last five years (2019 20, 2020 2 1, 2021 22, 2022 23 , 202 3 2424) in single or in maximum of three orders. i. Supply of 2500-5000 **Smart ETMs** ii. Supply of 5001 and above **Smart ETMs**	A. Previous Experience: Successfully supplied and implemented ETMs enabled with any mode of digital payment features over the last five years (2019 20, 2020 2 1, 2021 22, 2022 23 , 202 3 2424) in single or in maximum of three orders. i. Supply of 2500-5000 ETMs ii. Supply of 5001 and above ETMs	Please refer Addendum.
69	MicroFx	12. Technical Proposal	Page No: 24, Point No: 2B Technical Capability	B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of **Smart ETMs** to State Transport undertaking in India over the last five years (2019 20, 2020 2 1, 2021 22, 2022 23 , 202 3 2424) in single or in maximum of three orders. i. ETMs supplied to State Transport Undertakings ii. ETMs supplied and implemented with digital payment feature. iii. Integration of Smart ETMs with Centralized fare collection Application.	B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of ETMs to State Transport undertaking in India over the last five years (2019 20, 2020 21, 2021 22, 2022 23 , 2023 24) in single or in maximum of three orders. i. ETMs supplied to State Transport Undertakings ii. ETMs supplied and implemented with digital payment feature. iii. Integration of Smart ETMs with Centralized fare collection Application.	Please refer Addendum.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
70	MicroFx	12. Technical Proposal	Page No: 25, Point No: C (Generation of following reports as per RFP) Sub Point No: 3	(a) Generation of following reports as per RFP. 1. Trip Sheet 2. Revenue Collection Report **3. All Trip Status Report (Detailed/Consolidated)** 4. Ticket Details Report 5. Stage-wise Report	Clarification Required on All Trip Status Report, Normally we print current trip status report based on current stage.	All Trip Status Report is a report which consists of trip wise summary viz., Shift type, Ticket count, Passenger count, Pass count, Total amount, NINC of both CASH and UPI based tickets. Before Duty end, provision shall be made to view the report, after duty end, print out of this report from the ETM is generated which is crucial for auditing
71	Payswiff Technologies	Point 9 -Pre-Qualification Criteria	18	The bidder should hold ISO certificates as below: • 9001:2015 or Higher Quality Management • ISO 20000-1:2018 IT Service Management System(preferred) • ISO 27001: 2013 IT Security Nlanagement System.	Is it mandatory to have ISO 20000-1:2018 Certification?	Please refer Addendum.
72	Payswiff Technologies	Point 9 -Pre-Qualification Criteria	18	The bidder in case sole biddar OR all members in case of Consortium should have positive net worth in thepreceding three years (2021-22,2022-23,2023-24)	Can positive Net worth of one of the ConsortiumCompanies be Considered?	RFP Condition prevails.
73	Payswiff Technologies	Point 9 - Pre-19 Qualification Criteria	19	The bidder should have a registered office at Bengaluru or shall establish the same within 60 days from the date of issue of Purchase Order The selected bidder shall submit the official documents of established office BMTC with name, designation and contact details of working staff.	Can BMTC consider a company having Branch Office Bengaluru, instead of a Registered office?	RFP Condition prevails.
74	Payswiff Technologies	Point 16 - Periodof the Validityof the of the Validityof the Proposal	28	Proposals shall remain valid for a period not less than 180 days after the deadline date for proposal submission specified in RFP. A Proposal valid for a shorter period shall be rejected by BMTC as non-responsive.	Can this be considered for 90days instead of 180 days?	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
75	Ebix Cash	9. Pre-Qualification Criteria	17	Incorporation of the Company In case of sole Bidder, bidder should be: • Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and • Should have been in operation for at least last 3 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution. In case of Consortium, Prime bidder should be: • Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and Should have been in operation for at least last 5 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) and associated bidder should be in operation for at least last 3 years in the area of Software Development/ System Integration/ IT	Incorporation of the Company In case of sole Bidder, bidder should be: • Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and • Should have been in operation for at least last 7 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution. In case of Consortium, Prime bidder should be: • Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and • Should have been in operation for at least last 7 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) and associated bidder should be in operation for at least last 3 years in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution.	RFP Condition prevails.
76	Ebix Cash	9. Pre-Qualification Criteria	17	Consortium.	**Consortium should not be allowed** as otherwise there is no single ownership leading to failures in bigger & complex projects. Multiple entities cause problems in integrations & in sharing of work.	RFP Condition prevails.
77	Ebix Cash	9. Pre-Qualification Criteria	17	Annual Turnover The bidder should have cumulative turnover of minimum INR 50 crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During these three(3) financial years, the annual turnover should be minimum INR 10 crores • Bidder in case of sole bidder. • Prime Bidder in case of Consortium.	Annual Turnover The bidder should have Average Annual turnover of minimum INR 75 crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24). In case of consortium, the Prime bidder must have an average annual turnover of minimum Rs. 50 Crores in any three financial years out of Five Financial years. (FY-2019-20, 2020-21, 2021-22, 2022-23 and 2023-24). and the other consortium member must have an average annual turnover of minimum Rs. 25 Crores in any three financial years out of Five Financial years. (FY-2019-20, 2020-21, 2021-22, 2022-23 and 2023-24).	RFP Condition prevails.
78	Ebix Cash	9. Pre-Qualification Criteria	18	Net worth The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2021-22, 2022-23, 2023-24).	Net worth The bidder in case sole bidder **and** all members in case of Consortium should have positive net worth **for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24).**	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
79	Ebix Cash	9. Pre-Qualification Criteria	18	Certification The bidder should hold ISO certificates as below: • ISO 9001:2015 or Higher Quality Management • ISO 20000-1:2018 IT Service Management System(preferred) • ISO 27001: 2013 IT Security Management System. • Bidder in case of sole bidder. • Any member in case of Consortium.	Certification The bidder should hold ISO certificates as below: • ISO 9001:2015 or Higher Quality Management • ISO 20000-1:2018 IT Service Management System(preferred) • ISO 27001: 2013 IT Security Management System. and • CMMI Level 3 or higher • IS 13252:2010/IEC 60950-1:2005 for ETM (by ETM importer/manufacturer) • EMV L1 and L2 Certification for proposed device in current tender. (by ETM importer/manufacturer) • For Battery of ETIM - IEC 62133 • Bidder in case of sole bidder. • Any member in case of Consortium. Justification: CMMI level 3 is necessary due to the fact that one of the major component is software.	Please refer Addendum.
80	Ebix Cash	9. Pre-Qualification Criteria	18	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs. The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five (5) years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 Smart ETMs in 2019-20, 500 in 2020-21 and 1000 in 2022-23, the bid will be considered as the bidder has supplied and implemented at least 2500 Smart ETMs in last five years with maximum of three orders. Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application. Bidder shall have experience in any modes of digital payment	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs. The bidders should have supplied and implemented at least a total of 5000 Nos. of Smart ETMs to State Transport undertaking in India over the last Seven (7) years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 Smart ETMs in 2019-20, 500 in 2020-21 and 1000 in 2022-23, the bid will be considered as the bidder has supplied and implemented at least 2500 Smart ETMs in last five years with maximum of three orders. Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application. Bidder shall have experience in any modes of digital payment through ETMs and integration with payment gateway. Bidder in case of sole bidder.	Please refer Addendum.
81	Ebix Cash	9. Pre-Qualification Criteria	19	Software Development Centre The bidder should have a registered office at Bengaluru or shall establish the same within 60 days from the date of issue of Purchase Order. The selected bidder shall submit the official documents of established office to BMTC along with name, designation and contact details of working staff. • Bidder in case of sole bidder. • Any member in case of Consortium.	**Establishment of office / Service Center** The bidder should have a registered office at Bengaluru or shall establish the same within 60 days from the date of issue of Purchase Order. The selected bidder shall submit the official documents of established office to BMTC along with name, designation and contact details of working staff. • Bidder in case of sole bidder. • Any member in case of Consortium.	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
82	Ebix Cash	12. Technical Proposal	24	2 Technical Capability A. Previous Experience: Successfully supplied and implemented Android based smart ETMs enabled with digital payment features over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. i. Supply of 2500-5000 Smart ETMs - 5 Marks ii. Supply of 5001 and above Smart ETMs - 10 marks	2 Technical Capability A. Previous Experience: Successfully supplied and implemented Android based smart ETMs enabled with digital payment features over the **last Seven years (2018-19,**2019-20, 2020-21, 2021-22, 2022-23, 2023-24, **2024-25)** in single or in maximum of three orders. i. Supply of **5000-10000** Smart ETMs - 5 Marks ii. Supply of **10001** and above Smart ETMs - 10 Marks **Justification** : In view of the project requirement of more than 10000 ETMs, the bidder must have supplied minimum 5000 Nos. of Smart ETMs to State Transport	Please refer Addendum.
83	Ebix Cash	12. Technical Proposal	24	B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. i. ETMs supplied to State Transport Undertakings ii. ETMs supplied and implemented with digital payment feature. iii. Integration of Smart ETMs with Centralized fare collection Application.	B. Domain Knowledge: The bidders should have supplied and implemented at least a total of **5000** Nos. of Smart ETMs to State Transport undertaking in India over the **last Seven years (2018-19**, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, **2024-25)** in single or in maximum of three orders. i. ETMs supplied to State Transport Undertakings ii. ETMs supplied and implemented with digital payment feature. iii. Integration of Smart ETMs with Centralized fare collection Application.	Please refer Addendum.
84	Ebix Cash	12. Technical Proposal	26	iii. Dashboard Features • Should demonstrate facility to generate real time revenue collection and ticket issued details. • Should be able to display information on total number of ETMs in operation. • Tracking of ETM geo location. • Graphical/ Chart representation of ticket data. • Look and feel of Dashboard.	**We request Corporation to remove last point of Dashboard Feature** **• Look and feel of Dashboard.** As this point can't be quantified, look & feel depends upon every individual perseption. Hence we request you to replace with with inspector login point.	RFP Condition prevails.
85	Ebix Cash	PQ FORM 2: Bid Submission covering Letter	43	20 Establishment of software development center in Bengaluru	**Establishment of office / Service Center**	RFP Condition prevails.
86	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	62	(A) ETM Hardware Specification Processor 64 bit processor with minimum 1 GHz speed.	Processor 64-bit processor with minimum **2 GHz S**peed.	RFP Condition prevails.
87	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	62	4 Real Time Clock In built real time clock with calendar.	Real Time Clock · In-built real-time clock. **Calender to be removed.**	Please refer Addendum.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
88	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	63	6 Keypad a) Virtual Keypad / Touch Screen with Soft Keys. b) Optional physical keypad with minimum keys required for ticketing including numerals, functional and navigational keys. c) Physical keypad should be detachable and replaceable. d) Keys shall be in different colors differentiating numerals, functions etc., in case the machine has physical keypad.	(A) Technical Specifications of ETM Features of Keypad 1. Keypad shall be virtual keypad on touch screen. **There should not be any physical keypad.**	RFP Condition prevails.
89	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	65	13 Communication Interface a) RS232C Serial Port at 115K baud rate (Optional). b) Minimum USB 3.0 Type-C Port with 5 Gbps speed or higher. c) Minimum 4.0 version Bluetooth. d) In-built Wi-Fi transmitter/ receiver. e) 5G LTE, fallback 2G.	Communication Interface 1.**Micro USB 2.0** / Type-C Port 2. Minimum 4.0 / 5.2 version Bluetooth. 3. In-built Wi-Fi transmitter/ receiver. 4. **4G / 4G LTE /5G**/ 5G LTE or higher, fallback 2G.	Please refer Addendum.
90	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	63	Battery b) Li-ion/ Li-polymer internal battery with protection against explosion while handling as per the Safety Standards and Regulations. c) Battery should be compliant with IEC 62133, ISO 12405 & all other Battery Cell Safety Standards and Regulations to be followed as and when revised.	**b) Battery package shall be as per latest industry standards.** **C) Battery should be compliant with IEC 62133**	RFP Condition prevails.
91	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	64	Chargers a) AC Charger working from 100V to 280V, 50-60 Hz. b) USB Type-C charging facility. c) Chargers should have capacity to charge the battery fully within 3-4 hours. d) Chargers should be as per the requirement of battery capacity and comply with all Safety Standards and Regulations.	Charges USB Type-C**/ Micro USB or POGO Pin** charging facility. **+ Device Charge Jack - DC Jack** **+ Power Supply Jack - POGO Pin, 5V--2A**	Please refer Addendum.
92	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	65	Certifications a) EMV Level 1 certified. Level 2 and 3 will be required at the time of implementation.	For ETM a. EMV Level 1 certified & Level 2 are required and Level 3 will be required at the time of implementation. **(Separate L3 Certification to be obtained by BMTC Bank on the machines supplied by bidder.**	Please refer Addendum.
93	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	66	Other Requirements b) Change of any hardware part of ETM should not lead to the change in machine serial number and it should be stored internally in the encrypted form apart from being physically embossed on the outer case of ETMs.	Change of any hardware part of ETM should not lead to the change in machine serial number **except Motherboard** and it should be stored internally in the encrypted form apart from being physically embossed on the outer case of ETMs.	Please refer Addendum.
94	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	66	Other Requirements c) Each ETM must be provided with pouch having logo of BMTC. d) Charger should have logo of BMTC.	Other Requirements c) Each ETM must be provided with pouch having logo of BMTC & **SI(Bidder)** d) Charger should have logo of BMTC. - **Please remove this as charger may be compact and not able to print or stick logo on charger**	Please refer Addendum.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Cla[illegible]tion sought by the Applicant	BMTC Response
95	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	66	i) Pouches to be replaced every year in all the ETMs.	We request for **Pouches to be replaced on need basis.**	Please refer Addendum.
96	Ebix Cash	TQ FORM 3: Compliance to Technical and Functional Requirements.	66	j) Batteries in all the ETMs should be replaced every two years. However, if the battery is not functioning to the expected level before due date for replacement, the selected bidder need to replace the same immediately.	**We request BMTC to change this to following** **j) Battery in any of the ETMs should be replaced if they are not functioning to the expected level.** **Justification:** Our Etim battery is of very high quality and has a life of 7 years. As per our experience it is not required to replace batteries for all 11000 devices every 2 years. We can replace the battery whenever the performance of the battery go down beyond threshold. Disposing battery is itself very cumbersome. Request BMTC to allow using the battery for 5 years if there is no need to change the battery due to good performance	Please refer Addendum.
97	Ebix Cash	f) Integration with other IT sub-systems	108	ii) BMTC may come up with the Financial Institution for introduction of National Common Mobility Card (NCMC). The bidder shall be responsible for integration of ticketing system with futuristic Bank Host system for National Common Mobility Card (NCMC) and reconciliations.	ii) BMTC may come up with the Financial Institution for introduction of National Common Mobility Card (NCMC). The bidder shall be responsible for integration of ticketing system with futuristic Bank Host system for National Common Mobility Card (NCMC) and reconciliations. **The cost toward the same will be borne by respective bank appointed by BMTC for all certifications.**	Please refer Addendum.
98	Ebix Cash	G. Project Implementation Timelines and Deliverables	116	ETM Software and centralized web based fare collection software Development T2: T1 + 25 days	T2: T1 + 25 days ie 15 days only Request to KSRTC to allow us additional 15 days. i.e. T2= T1+40 **Justification:** We request BMTC to provide a realistic time frame for the study of requirements, the proposed solution, and the approval of FRS and SRS. It is essential to consider multiple discussions and changes during the development of the application, including the time required for conducting the pilot. **As this will allow maximum participation of bidders in the tender.**	Please refer Addendum.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
99	Ebix Cash	G. Project Implementation Timelines and Deliverables	116	Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live T4: T3 + 30 days	Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live T4: T3 + **90** days **Justification: The given timeline is challenging for any bidder to achieve. According to general market trends, the supply of ETM machines in such quantities typically has a lead time of 12 to 15 weeks. Therefore, it is our sincere request to the authority to consider amending it to a minimum of 3 months, and subsequent implementation sub-milestones for the timeline should also be adjusted accordingly.** **The supply of ETM machines in quantities exceeding 10,000 requires a minimum timeline of 1-2 months from the manufacturing unit to the site location once the order is finalized. Therefore, we kindly request the authority to consider setting the minimum project timeline at 6 months for Go-Live.** **As this will allow maximum participation of bidders in the tender.**	Please refer Addendum.
100	Ebix Cash	H. Service Level Requirements		g) The total amount of penalties levied at any month would not exceed 10% of the monthly payable amount for that month with respect to each unit. h) The quality of services provided by the selected bidder would be considered to have reached 'Overall Critical Breach Level', if the total penalty applicable in a month reaches 20% of monthly amount.	We request you to please consider **maximum penalty cap as 5% of project cost.**	RFP Condition prevails.
101	Ebix Cash	H. Service Level Requirements		SLA 1. Implementation Phase	**The pre implementation SLAs with respect to milestones are harsh & complicated. Request you to please simplify & alter them as follows Per week penalty of Rs 5000/- beyond the defined milestones if the delay is due to bidder.**	RFP Condition prevails.
102	Ebix Cash	H. Service Level Requirements		2. O&M Phase Implementation Penalties	The implementation SLAs are harsh & complicated. Request you to please simplify & alter them as follows 1. Availability of ETMs for daily operations - Rs 500/- Per incidence 2. Maintenance of ETM - Rs 100/- Per day beyond 7 days allowed for repairs 3. Availability of all software Applications (in ETM, on Dashboard & Backend application) - Rs 1000/- per day beyond the allowed resolution period of 24 hrs. 4. Discrepancy in data/ Firmware/ Bugs/ Errors/ Defects/ Malfunction/ Issues/ Complaints/ Grievances etc. - Rs 500 per day beyond the allowed resolution period of 7 days by BMTC 5. Delay in providing the revised firmware / effecting in DCS Forms/ Reports as per the requirements of BMTC - Rs 500 per day beyond the allowed resolution period of 7 days by BMTC 6. Security Breach including Data Theft/ Loss of data/ Corrupt of data/ Non transfer of real time data to BMTC server - Rs 1000/- per breach.	Please refer Addendum.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Cla[illegible]tion sought by the Applicant	BMTC Response
103	Canara Bank	Pre Qualification Criteria	17	The bidder should be a Sole Bidder or Consortium of maximum two bidders including Prime Bidder are eligible to participate in the tender.	Whether 3 bidder consortium be eligible for participating in the bid.	RFP Condition prevails.
104	Canara Bank	Period of Validity of the proposal	28	Proposals shall remain valid for a period not less than 180 days after the deadline date for proposal submission specified in RFP. A Proposal valid for a shorter period shall be rejected by BMTC as non-responsive.	Can it be reduced to 60 days.	RFP Condition prevails.
105	Canara Bank	General Query	NA	NA	Can Bank participate as a lead /prime bidder who will be having the technical experience through consortium partners	RFP Condition prevails.
106	Canara Bank	Award of Contract	34	a) On award of the Letter of Intent and its acceptance by the Successful Bidder, the Successful Bidder shall be required to submit the Performance Bank Guarantee (PBG) as per RFP within **10 days** from the date of issue of Letter of Intent and enter into an agreement with BMTC for the successful completion of the scope and tasks as per the Terms and Conditions of the RFP	Whether Public Sector Banks are waived for submitting Performance Bank Gurantee.	RFP Condition prevails.
107	Canara Bank	Disqualification	31	Any PrimeBidder or Consortium Member cannot be part of two Consortium who wish to participate in this tender	As a Bank we have multiple vendors working with us and we cannot restrict the vendors to participate only with us. Kindly consider the waiver for associate member(not the prime Bidder)	RFP Condition prevails.
108	Pine Labs	(A) ETM Hardware Specification	62	OS Preferably Android 10 or higher.	Need Clarification As the same device can work well with OS 7 whats the need of OS 10	Please refer Addendum.
109	Pine Labs	**Battery**	63	Battery : a) Min. 24 Wh or higher, capable of operating minimum of 16 hours in operation mode per single charge (minimum 16	Requesting your Clarification 1. Please provide MH and V for better understanding 2. The same project can work with 3000 MH and with 7.4V	RFP Condition prevails.
110	Pine Labs		66	Pouches to be replaced every year in all the ETMs	This would increase the cost of the device as this is an addittional cost over and and above devices	Please refer Addendum.
111	Pine Labs	**O&M Phase <100% and >=95%**	119	In case the ETM is not working, the same should be repaired or replaced within 24 Hrs from the time of registering the complaint. Penalty of Rs. 500 per day per ETM will be imposed beyond 24 Hrs for non-working	The Penalties stated are way too high and would request the penalty imposed shouldn't be more than Rs.100/-.If considered Rs.500/- This will go over and above the monthly rent and if its 4 days it would further hit the Operation cost of the project winner	Please refer Addendum.
112	Pine Labs			If there are any financial losses are incurred by BMTC owing to bidder's reasons, the same will be deducted from the bills payabl	Need Clarifications as this can bring a severe challenge for the SI. Requesting to please add a capping	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
113	Pine Labs	**ANNEXURE – II: Software Requirements (D) Centralized Web based Fare collection software**	95	SMMS application	Need clarification on SMMS application	SMMS-SLA measurement and monitoring tool. The Service Level parameters defined shall be monitored on a periodic basis, as per the individual parameter requirements. The bidder shall be responsible for providing appropriate web based online SLA measurement and monitoring tool - SLA Measurement and
114	Pine Labs	**TQ FORM 3: Compliance to Technical and Functional Requirements. (D) Centralized Web based Fare collection software Land Border**	79	FCS Inventories and Device health management	Need clarification	**Fare Collection System Inventories and Device Health Management.:** Inventory of all the components of the project to be maintained. Also, the health of the components/devices provided under this project should be maintained.
115	Tummoc	Pre-Qualification 3	18	Net Worth	Request to Change the Clause to: The bidder in case sole bidder OR **Lead Bidder in case of Consortium** should have positive net worth in the preceding three years (2021- 22, 2022-23, 2023-24)	RFP Condition prevails.
116	Tummoc	ETH Hardware Specification (9)	63	Battery	Request to mention **mAh for battery specifications**	RFP Condition prevails.
117	Tummoc	ETH Hardware Specification (19 d)	66	Other Requirements	Request to remove **charger to have logo of BMTC**	Please refer Addendum.
118	Tummoc	ETH Hardware Specification (19 i)	66	Other Requirements	Request for relaxation in the clause **Pouches to be replaced every year in all the ETMs**	Please refer Addendum.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
119	Tummoc	Annexure II: Software Requirements (NCMC Cards and any other Open Loop Cards)	93	Contactless Smart Card Software	Request to add Project experience on NCMC Implementation	RFP Condition prevails.
120	Payswiff Technologies	Annexure I - Point 5 Display	82	Capacitive touchscreen with minimum of 1024x738 pixel resolution color display	Requesting BMTC to consider 854x480 pixel resolution instead of 1024x768 pixels	RFP Condition prevails.
121	Payswiff Technologies	Annexure I - Point 17 - QR Reader/Validator Specification	84	5 MP auto focus rear camer to read Bar code and QR codes	Requesting BMTC is they can accommodate a 2 MP Camera, insstead of 5MP.	RFP Condition prevails.
122	AMNEX	C. Scope for Work	107	The data generated/reports/API should be available live throughout the contract period for view, download and data sharing to other agencies identified by BMTC.	We assume that ticketing data needs to be stored for entire contract period. However, live data needs to be stored for 6 months in production environment and than stored it to archival storage. **Please confirm.**	RFP Condition prevails.
123	AMNEX	C. Scope for Work	108	ii) BMTC may come up with the Financial Institution for introduction of National Common Mobility Card (NCMC). The bidder shall be responsible for integration of ticketing system with futuristic Bank Host system for National Common Mobility Card (NCMC) and reconciliations.	Please clarify below points, 1. We assume that onboarding and finalization of bank will be in authority's scope. Please confirm. 2. We assume that NCMC enablement is not linked with the depot-wise Go-live and overall Go-live of the project. Please confirm. 3. We assume that issuance of personalized or non-personalized smart card will be in authority/bank's scope including logistics part. Please confirm. 4. Any certification related cost required from banking perspective between ticketing system and finalized bank will be bear by authority or bank. Bidder needs to provide support to enable such system. Please confirm.	BMTC may come up with the Financial Institution for introduction of NCMC in future. The bidder shall be responsible for integration of ticketing system with futuristic Bank Host system for NCMC and reconciliations. Point 1 to 4 Yes
124	AMNEX	C. Scope for Work	109	Data Migration: Migration of all necessary data from existing Ticketing System and Migration of the live data to Central Cloud Server is the responsibility of the selected bidder.	Please let us know below details, 1. Tentative total existing ticketing related data size in TB? 2. From the existing ticketing system, ticketing data available is for how many years?	Ticket Data Availability is for 3 years
125	AMNEX	C. Scope for Work	110	• The Cloud Central Servers shall be scalable for future expansion to connect up to 25,000 ETMs	Please clarify on below points, 1. We assume that current scope of work from software, and hosting perspective is for 11,000 machine which should able to manage up to 15,000 machines as asked in the RFP. Please confirm. 2. We understand that software should be scalable up to 25,000 machines without any software level cost implication. However, to scale-up hosting infrastructure from 15,000 machine to 25,000 machines increment cloud consumption related cost will be bear by authority. Please confirm.	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
126	AMNEX	E. Manpower Support	114	UI/UX Design/ Application Development and Maintenance Engineer Required Manpower - 4 Nos	We request authority to reduce such profile based manpower to 1 Nos.	RFP Condition prevails.
127	AMNEX	E. Manpower Support	114	Each division/zone of BMTC should be provided with Hardware/Software Maintenance and Support Engineer for servicing and up-keeping of the ETMs at all depots of respective division/zone enabled with required service centres and sufficient spares. He/she shall visit all depots of the division for servicing and maintenance of the ETMs and provide software support as well.	Please clarify below points, 1. How many total divisions and zones does BMTC have? Please provide the exact count. (Note: As per Annexure V on Page Number 100, the authority might have seven divisions. However, clarity on zones is not provided in the RFP.) 2. We assume that the required manpower will be engaged during normal working hours in the daytime, with an 8-hour duty shift. Please confirm. 3. We request the authority to clearly define the division/zone-level manpower scope, as the current description is too broad.	RFP has clarity.
128	AMNEX	D. Roles and Responsibilities	113	Providing raw electricity in BMTC depots and ETM charging infrastructure at depot.	We assume that the storekeeping of ETMs at the depot level, the safekeeping of machines, and the charging of ETMs at the depot level will be taken care of by BMTC or its staff. Please confirm.	Yes
129	AMNEX	-	-	General - MDR Charges	"We assume that MDR charges, if applicable, will be borne by the customer/passenger. Please confirm.	Yes
130	AMNEX	E. Manpower Support	114	The successful agency winning the bid should have following subject matter experts on its roll who would coordinate with BMTC on respective functional and technical requirements of BMTC.	Does the manpower mentioned—both in terms of count and profile—in the section need to be deployed at BMTC's premises for the entire contract period?	RFP has clarity.
131	AMNEX	PQ FORM 13: Component Rates.	57	We would like to offer the below mentioned rates for the major components of ETMs, for replacement, in case of damage of any ETM/ major component or for loss of ETMs, due to mishandling by BMTC Staff.	"We understand that, in line with this point, if any ETM machine is damaged, misplaced, or burned, it will be repaired in the best possible manner or otherwise replaced by the bidder. However, the cost for the same will be paid by BMTC in the monthly billing cycle. **Please confirm.**	RFP has clarity.
132	Chalo Mobility Private Limited	9.5 PQ Criteria 5	18	*The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India ...*	We request to include experience in supply and implementation in any Urban Local Body as well by the following changes:"The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State / City Transport undertaking in India ..."	Please refer Addendum.
133	Chalo Mobility Private Limited	12 TQ Criteria 2B	24	*B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to* ***State Transport*** *undertaking in India over the last five years ...*	We request to include experience in supply and implementation in any Urban Local Body as well by the following changes:B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State / City Transport undertaking in India over the last five years ...	Please refer Addendum.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
134	Chalo Mobility Private Limited	31.b Security Deposit/Performance Security	35	b) The BG shall be furnished for an amount equivalent to 10% of total contract value within 10 days of issuance of LOI.	We request to reduce the Security Deposit to 5% of the annual contract value.	Please refer Addendum.
135	Chalo Mobility Private Limited	3.i Scope of Work - Software Version and Source Code	110 & 112	And the copy of the working software (Bespoke Software) to be handed over to BMTC along with the training at the closure of the contract.	The tender is for ETIMs on rental basis. This does not give any ownership of hardware or software to BMTC. Hence the clause requiring handover of source code of software is to be removed. However BMTC owns the data in the ETIMs and application which shall be handed over to BMTC at the end of the contract.	RFP Condition prevails.
136	Chalo Mobility Private Limited	3.n Exit Management	112	6)Complete source code of ETM Application developed for BMTC by the bidder during the entire contract period.	The tender is for ETIMs on rental basis. This does not give any ownership of hardware or software to BMTC. Hence the clause requiring handover of source code of software is to be removed. However BMTC owns the data in the ETIMs and application which shall be handed over to BMTC at the end of the contract.	RFP Condition prevails.
137	Chalo Mobility Private Limited	H. Service Level Requirements – O&M Phase	111	There are overlaps between SLA 1, 2, 3, 6 & 8	These points revolve around availability of ETIM hardware with data connectivity and availability of software with all its functionalities. We request to remove repeating points.	RFP Condition prevails.
138	Chalo Mobility Private Limited	12. Payment Terms	132	a. Payment of charges will be made on a monthly basis, following the completion of each calendar month.	We request to add:- The Selected Bidder shall retain the fare collected through digital medium to the extent of service fees payable to the Bidder after reconciliation of revenue and services provided on a daily basis and remit the excess to the designated account of BMTC	RFP Condition prevails.
139	Chalo Mobility Private Limited	Nil	Nil	Nil	Please clarify whether smart card needs to be supplied by the contractor and if so who will pay for the smart card – BMTC or passenger and what will be the price?	No
140	Chalo Mobility Private Limited	Nil	Nil	Nil	It is requested to have an escrow account mechanism for aggregating ticket money collection and distribution as per pre-agreed modus operandi which is the general practice applicable to NCMC projects.	RFP Condition prevails.
141	Chalo Mobility Private Limited	Nil	Nil	Nil	As per the vision of the National Urban Transport Policy to create a unified, interoperative payment system for various modes of public transport across India, it is suggested that BMTC include experience of NCMC in urban transport in the scope as well include in Technical Evaluation criteria with at least 20 marks.	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
142	Moving Tech Innovation Private Limited	Section-1.Letter of Invitation	11	BMTC invites proposals for Selection of Technology Solution Provider for Supply, Commissioning and Maintenance of Smart Electronic Ticketing Machines (ETMs) with comprehensive Ticketing Solution on rental basis for BMTC. The scope includes supply, implementation, commissioning, maintenance of ETMs along with development, deployment and maintenance of comprehensive Ticketing Solution for BMTC for successful implementation of the project BMTC intends to select the Solution Provider through an open competitive bidding process in accordance with the procedure set out herein.	Request BMTC to expand the scope of work to include a comprehensive Automated Fare Collection System (AFCS) with mobile ticketing, and mobile pass issuance app. These enhancements will streamline operations by reducing manual ticket issuance inside the bus, cut paper roll costs which will save cost for BMTC. With increasing smartphone adoption and commuter preference for digital payments, enabling UPI and QR-based fare collection will enhance efficiency, accelerate cashless adoption and improve the overall commuter experience.	RFP Condition prevails.
143	Moving Tech Innovation Private Limited	10. Eligibility Point c	20	...and, in the event the Consortium is awarded the contract, during contract execution maximum number of members allowed in the Consortium is limited to **TWO.**	Request BMTC to allow three-member consortiums for greater flexibility. Other transport tenders, such as BEST and DTC tenders, permit up to three members, enabling bidders to form stronger partnerships with specialized expertise. This will also allow startups like us to collaborate with industry leaders, bringing in cutting-edge technology, domain expertise, and operational efficiency to deliver the best and cost-effective solution for BMTC, its employees and passengers.	RFP Condition prevails.
144	Moving Tech Innovation Private Limited	9. Pre-Qualification Criteria - 1,2,3,4,5 and 10. Eligibilty Point d	17 -19 and 20	Pre-Qualification Table and Average annual turnover of more than Rs. 50 Crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24). **In case of Consortium, the Prime Bidder shall have the requisite financial qualifications.**	Request BMTC to allow any member of the consortium to fulfill the turnover, net worth, Pre-Qualification, and Technical Qualification criteria, rather than restricting it solely to the Prime Bidder. It will also enable startups like us to collaborate with established OEMs and domain specialists, ensuring a technically sound, cost-effective and innovative solution for BMTC.	RFP Condition prevails.
145	Moving Tech Innovation Private Limited	9. Pre-Qualification Criteria - 1,2,3,4,5 and 10. Eligibilty Point d	17 -19 and 20	Pre-Qualification Table and Average annual turnover of more than Rs. 50 Crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24). **In case of Consortium, the Prime Bidder shall have the requisite financial qualifications.**	Request BMTC to exempt MSME-registered companies in Karnataka from EMD and turnover requirements, in line with government policies promoting startups and innovation. This will encourage new-age technology providers like us (Namma Yatri) to participate and offer cost-effective, high-quality solutions. Startups like ours are working towards delivering cutting-edge, low-cost technology to enhance public transport operations and commuter experience. Reducing entry barriers will foster greater competition, bring in fresh innovations, and support BMTC's vision of a modern, efficient, and digitally integrated transit system	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
146	Moving Tech Innovation Private Limited	9. Pre-Qualification Criteria and 12. Technical Proposal (h) - Table (2) Technical Capability - (A) Previous Experience and (B) Domain Knowledge	18 and 24	5 Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs - The bidders should have supplied and implemented at least a total of 2500 Ns. of Smart ETMs to State Transport undertaking in India over the last five (5) years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered.andPrevious Experience: Successfully supplied and implemented Android based smart ETMs enabled with digital payment features over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders.Supply of 2500-5000 Smart ETMsSupply of 5001 and above Smart ETMsandDomain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders.ETMs supplied to State Transport Undertakings.ETMs	Request BMTC to reduce the required ETM supply experience to 1,000 Smart ETMs instead of 2,500 ETMs, to enable broader participation and ensure greater competition. The current requirement limits the pool of qualified bidders, favoring only a few large players. Many technologically advanced companies, including startups and innovative firms, have successfully implemented ETMs at scale but may not meet the 2,500-unit threshold.	RFP Condition prevails.
147	Razor Pay	RFP Notification	2	Last date of bid submission - March 3, 2025 at 17:00 Hrs	Request to extend bid submission date till March last week	please check kpp portal
148	Razor Pay	Pre-Qualification Criteria (9.4)	18	-ISO 9001:2015 -ISO 20000-1:2018 -ISO 27001:2013	Request clarification if all ISO certificates mentioned are mandatory or preferred	RFP has clarity.
149	Razor Pay	Pre-Qualification Criteria (9.5)	19	2500 Nos. of Smart ETMs to State Transport undertaking in India over past 5 years	Request to lower the count/exempt the criteria	RFP Condition prevails.
150	Razor Pay	Section 4- H-Service Level Requirements - Project Timelines & Deliverables	115-116	Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live	Request to extend final go-live timeline from T+30 days	Please refer Addendum.
151	Razor Pay	Section 4- H-Service Level Requirements - Implementation	117-118	Penalty of Rs 25000 beyond SLA per week for first two weeks and Rs 50000 per week for any subsequent week	Request to reduce penalty amount	Please refer Addendum.
152	Razor Pay	Section 4- H-Service Level Requirements - O & M Phase	118	Penalty of Rs. 500 per day per ETM will be imposed beyond 24 Hrs for non-working ETMs.	Request to reduce penalty amount to Rs 100/day	Please refer Addendum.
153	Radiant	Net worth	18	The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2021-22, 2022-23, 2023-24).	We request you to relax the networth criteria or it should be considered on the Prime bidder	RFP Condition prevails.
154	Iteration	Pre Qualification Criteria Point no-5	18	The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five (5) years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum or three years.	Please consider 1000 ETMs and financial 2024- 25	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / ification sought by the Applicant	BMTC Response
155	Iteration	Tehnical Proposal Point no. 2 Technical Capabiiity	24	A. Previous Experience: Successfully supplied and implemented Android based smart ETMs enabled with digital payment features over the last five years (2019-20, 2020-21. 2021-22, 2022-23, 2023-24) in single or in maximum or three orders.	Please consider financial year 2024-25. Also consider instead of Android ETM can consider any smart ETM.	Please refer Addendum.
156	Iteration	Tehnical Proposal Point no. 2 Technical Capabiiity	24	B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three Orders1) ETMs supplied to State Transport Undertakings2) ETNs supplied and implemented with digital payment feature.Integration of Smart ETMs with Centralized fare collection Application.Integration of Smart ETMs with Centralized fare collection Application.Integration of Smart ETMs with Centralized fare collection Application.	Ptease consider 1000 ETMs and financial 2024- 25	RFP Condition prevails.
157	Chalo Mobility Private Limited	Section 2, Clause 12 Technical Proposal – 2 Technical Capability	24	Technical Capability	We request to include the below criteria to evaluate the technical experience of the bidders:Criteria: Experience in issuing stored value cards on NCMC platform/Debitcards/Prepaid cards for any transport body of State/Centralarea which can store either a pass or travel plan.Documents Needed: Certificate or letter from the client entity or banking partner(s).Scoring Criteria:Pan-India smart card sales in the 3 (three) years prior to theBid Submission Deadline dateUpto 1,00,000: 5 marks1,00,001 to 3,00,000 : 7.5 marks3,00,001 to 5,00,000: 10 marks5,00,001 or more: 15 marks	RFP Condition prevails.
158	Chalo Mobility Private Limited	Section 2, Clause 12 Technical Proposal – 2 Technical Capability	24	Technical Capability	We request to include the below criteria to evaluate the technical experience of the bidders:TQ A4 Criteria: Experience in deploying NCMC enabled ticketing solution forintra-city stage carriage buses for any Indian government transportbody (STUs or SPVs) or NPCIDocuments Needed:Certificate or letter from thegovernment body (STUs orSPvs) and NPCI for Bankingpartner where bidder is thepartner in the projectScoring Criteria:Number of Intra-city Buses (STUs or SPVs) where NCMCenabled ticketing solution has been enabled:Upto 250: 5 Marks251-1000: 10 Marks1001-3000: 15 Marks3001+: 20 Marks	RFP Condition prevails.

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
159	OMNIFICENT TECHNOLOGIES PVT LTD	TQM Form 3 Compliance to Technical and functional requirement & Annexure 1 - : ETM Hardware and Functional Specifications	Page no 63 & Page no. 82	Keypad a) Virtual Keypad / Touch Screen with Soft Keys. b) Optional physical keypad with minimum keys required for ticketing including numerals, functional and navigational keys. c) Physical keypad should be detachable and replaceable. Keys shall be in different colors differentiating numerals, functions etc., in case the machine has physical keypad.	For last many years, all the ETIMs used by the conductors are with Physical Keypad. Hence Physical Keypad is an additional and optional feature which benefits the conductors for ticketing. Hence, ETIMs with additional keypads should not be restricted from participation. We request Corporation to consider Physical Keypad as additional feature over and above existing requirements at no additional cost.	RFP Condition prevails.
160	Blute Technologies Pvt Ltd,	Clause No 9 Pre-Qualification Criteria	Page No 17	The bidder should have cumulative turnover of minimum INR 50 crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During these three(3) financial years, the annual turnover should be minimum INR 10 crores	We request you to kindly consider Annual Average turnover of INR 10 Cr for the bidder in last 3 years.	RFP Condition prevails.
161	Blute Technologies Pvt Ltd,	Clause No 9 Pre-Qualification Criteria Point no 6	Page No 19	Original Clause of PQ as below : The bidder (Sole bidder or any member of Consortium) should not have been blacklisted by any Central/ State Government Department/ Smart City SPV/ PSU in India as on the bid submission date.	We request you to clarify if the Bidder services are Terminated by other corporations for providing similar services, will their participation be accepted.	No